

Education today has never been more reliant on technology and its integration into curriculum.

A school district's demand for 1 to 1 student device programs, 24/7 online curriculum and online testing in K12, a school safety plan rooted in 21st Century technology and countless devices added as part of the Internet of Things (IoT) on your network are part of the everyday responsibilities that are added to the ever-changing and daunting reality for today's K12 IT leadership and staff.

Since its inception in 2007, DGI has developed a trusted Managed Services and Help Desk practice that is exclusively and solely focused on the unique landscape and requirements of California K12 IT Staff. Our services support the shared mission of service to students, community and bridging the digital divide for all in the pursuit of an equitable and excellent education. We accomplish this by supporting IT staff who are often asked to do more with less.

In our portfolio of Managed Services with California school districts, we develop customized partnerships that enable your IT staff to start with Managed Services that make the most sense for your organization, helping you where you need it the most and allowing for flexibility to adapt the program to fit and support your education and IT needs as they grow and change.



Case Study 2: Cotati-Rohnert Park Unified School District – Rubi

K12 Partner Testimonial:

“The Cotati Rohnert Park Unified School District has been actively working with Development Group for the last 6 years. What originally began as a district wide network refresh and hours based support package has developed into a true partnership between our two organizations. DGI provided excellent support and expert advice during the original purchase of our Cisco reference network as well as timely service response times when their support became necessary. Under their new Rubi service, we have seen that support increase to levels previously unmatched by our other managed services providers or vendors.

Rubi and the DGI NOC team have allowed my Sys Admins to focus on managing the end user experience and improving efficiencies at the end user level all the while knowing that DGI’s team of NOC engineers are there in the background ensuring that our network is performing as expected and proactively resolving and alerting us when issues appear. Rubi has also allowed us to move away from large lump sum expenditures by providing a subscription model that our Business Office and CBO can budget against and plan for effectively. It’s a relief to know that at any moment my team can pick up the phone and speak with a friendly and knowledgeable engineer who knows our environment as well as we do. That peace of mind is invaluable for an IT Department and I look forward to our partnership with DGI for years to come.”

Robert Valdivia
IT Supervisor
Cotati-Rohnert Park Unified School District

The Trusted Partnership

In 2014, Robert Valdivia, Information Technology Supervisor for Cotati-Rohnert Park USD, reached out to long-time partner DGI to perform a complete education technology environment assessment and subsequent purchase and installation of a district voice, data center, wired and wireless refresh that was a long time in the making.

In light of the emerging dependency of technology in education, to protect their investment and to support their IT Staff by affording more time to make an impact in the classroom, CRPUSD enrolled in DGI's Enable Managed Services to support and monitor their network 24/7.

This partnership has allowed district IT staff to work on making progress on the support of students and teachers in the classroom, while DGI took on the day to day tasks of patch management, cyber security management and network monitoring to reduce their risks of downtime and to protect their sensitive data.

The Unexpected IT Financial Liability

In 2018, Supervisor Valdivia reached out to DGI for an urgent and unexpected need, when the district came up against renewals for licensing and OEM support contracts, costing hundreds of thousands of dollars, which was required to maintain technology continuity.

Without a budget for this operational spend and in the shadow of district budget cuts, CRPUSD turned to DGI for help.



The solution

DGI's commitment to K12 technology and the ability to adapt and grow alongside the needs of school districts was the perfect fit for the new offering, rubi, Infrastructure as a Service.

Utilizing our corporate manufacturers discounting structure, DGI was able to procure all of CRPUSD's contracts at a substantially discounted price and deliver their IT needs in a monthly, predictable operational cost by adding it to their existing managed network support subscription.

To this day, the partnership between CRPUSD's staff and DGI is one of collaboration, service and ensuring that all students and teachers have the quality technology environment that they deserve.

